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RELOCATION TOWERS

**THINGS YOU SHOULD
KNOW ABOUT RELOCATION
TOWING IN ILLINOIS**

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ILLINOIS DOCUMENTS

Effective January 1, 1979, a NEW Statute entitled "The Illinois Commercial Relocation of Trespassing Vehicles Law" went into effect.

This Law entrusts the Illinois Commerce Commission with the regulation of Companies engaged in the removal and subsequent storage of vehicles from private property in those cases where such vehicles are parked without authorization.

In order to effectively discharge its regulatory responsibilities under the Law, this Commission adopted, as of January 1, 1979, emergency rules applicable for an interim period of 150 days. The ultimate provisions may be modified or changed. To the extent, the following information is changed, a new pamphlet will be issued in light thereof.

Since this is a new function of the Commission, your suggestions as to how we may improve our methods of regulating these operations will be appreciated.

THINGS YOU SHOULD KNOW about your rights and obligations in dealing with Relocation Towing Companies are as follows:

REMOVAL OF VEHICLES

It is illegal for any towing company to tow vehicles from private property if the owner or person entitled to possession of the vehicle is at the scene prior to its removal and offers to remove it voluntarily. **NOTE:** Removal must be immediate.

VEHICLE STORAGE

No charges for storage may be made if the vehicle is claimed, proper identification is provided and payment is made within 72 hours of the tow.

FORMS OF PAYMENT

Towing companies are required to accept cash, traveler's checks, money orders, cashier's or certified checks or major credit cards in payment of their charges.

RATES AND CHARGES

Towing companies are required to show their list of all rates and charges filed with the Illinois Commerce Commission so that customers may be aware of all charges they may be required to pay.

IDENTIFICATION

The Law allows towing companies to require proper identification before releasing a vehicle to you. Such identification may consist of a valid driver's license and the ignition key of the vehicle. You may also be called upon to provide such additional evidence as, for example, your Certificate of Title, motor vehicle registration card, rental contracts, bill of sale or certificates of insurance.

RECEIPT FORM FOR TOWING

Towers are required, by law, to furnish you with a receipt which must contain instructions for filing complaints with the Illinois Commerce Commission, for filing claims with the tower for damage to or loss of property, information as to the tower's name, address and telephone number, the address of the place from which the vehicle was towed, the address of the place to which the vehicle was towed.

SIGNS

Towing companies are required, by Law, to post signs on private property before they may legally remove vehicles. Such signs must contain a warning that unauthorized vehicles will be

removed, the tower's name, address and telephone number and the location to which vehicles will be removed, towing fees, and methods of paying such fees.

COMPLAINTS

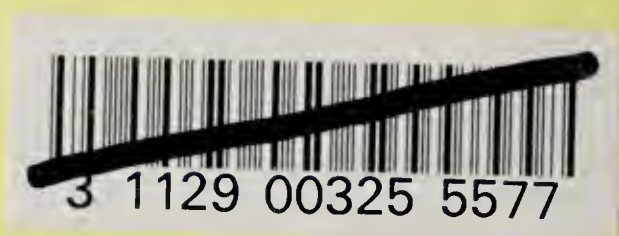
Towing companies are required to furnish customers with a complaint form in the event of damage to vehicles, theft or damage to its contents and must permit inspection of the exterior and interior of the vehicle and its contents prior to release. Towing company vehicles are required to carry blank complaint forms. Complaints should be directed to the Illinois Commerce Commission offices at 160 North LaSalle Street, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62706

YOU SHOULD KNOW THAT

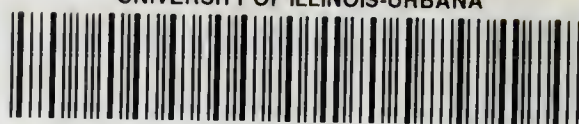
Towers are required, by Law, to notify local law enforcement agencies within an hour after making a tow of the particulars of the removal —

Towers are required, by Law, to have personal injury and property damage coverage for damage to vehicles —

Towing companies and tow truck operators are licensed by the Illinois Commerce Commission on a year-to-year basis. Information concerning criminal records and operator driving records is carefully checked before licenses are granted or renewed.



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